

Message

From: EPA Office of Transportation & Air Quality [OTAQ@epa.gov]
Sent: 10/8/2019 10:06:42 PM
To: Ball, Joel [ball.joel@epa.gov]; Ott, William [ott.william@epa.gov]
CC: Wehrly, Linc [wehrly.linc@epa.gov]; Manners, Mary [manners.mary@epa.gov]
Subject: Your EPA Inquiry RE: 2012 Toyota Prius V mpg drop after recall fix

Please note: we are cc'ing the Group Managers so that they are aware of the work being assigned to staff.

Hi Joel and William – I am not sure who is the most appropriate person to assign this to since Joel deals with recalls and William is the Toyota cert rep. Can you two figure out who can respond please? I didn't want to use the standard "why your fuel economy is lower than the EPA estimate" response because it doesn't apply to her situation.

Can you answer this person's question please? If so, please respond directly to the inquirer (keep the incoming message but delete this message) at **Ex. 6 Personal Privacy (PP)** — and please cc "otaq@epa.gov" so that I can close it out on our end.

Please respond by **October 15th**. If you are not the appropriate person to respond to this, please let me know right away. If you can suggest someone else, I'd appreciate it. Thank you!

-----Original Message-----

From: drupal_admin@epa.gov <drupal_admin@epa.gov> On Behalf Of **Ex. 6 Personal Privacy (PP)** via EPA
Sent: Wednesday, October 2, 2019 5:50 PM
To: EPA Office of Transportation & Air Quality <OTAQ@epa.gov>
Subject: 2012 Toyota Prius V mpg drop after recall fix

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Organization:

Name: **Ex. 6 Personal Privacy (PP)**

Email Address: **Ex. 6 Personal Privacy (PP)**

Comments: On June 5th, 2019, I took my car in to Round Rock Toyota and they performed the 2018 Toyota Prius V recall fix. Since then, my MPG has gone from an average of 41 miles per gallon, which has stayed consistent since I purchased the car brand new in June 2012, down to 32 mpg. I took the car back to Round Rock Toyota for a diagnosis on Sept 30, 2019 and they said that they cannot find anything wrong, there are no error codes, and that my now greatly reduced 32 mpg fell within Toyota standards. I am writing to file a complaint that their 2018 recall for the Toyota Prius V has a problem and needs to be revisited or the vehicles should be taken off the road. This recall has completely negated the purpose of having purchased a Prius in the first place. I am co-filing a complaint with the NHTSA as well.

Are you human? yes